



DEPARTMENT OF DEFENSE
TRICARE EUROPE
UNIT 10310
APO AE 09136

17 March 2003

MEMORANDUM FOR COMMANDER, ERMIC
COMMAND SURGEON, HQ USAFE
FLEET MEDICAL OFFICER, COMUSNAVEUR

SUBJECT: Managed Care Optimization and Analysis Tool (MCOAT) Training Course

The TRICARE Europe Office (TEO) will be hosting four training sessions on the recently released Managed Care Optimization and Analysis Tool (MCOAT) on 12-13 May 2003, 15-16 May 2003, 19-20 May 2003, and 21-22 May 2003 at Sembach Air Base, Germany.

MCOAT is the new, web-based data delivery system that allows users to view claims data on a regional, Service, and MTF level. The tool is directed toward spotting trends and identifying opportunities for increased optimization, access, and quality in the managed care arena. Training will focus on using the MCOAT query tools and summary reports, understanding the claims data structure and data quality issues, and gaining hands-on experience with real-world applications. Additionally, attendees will be introduced to related managed care initiatives such as the Host Nation Provider Data Administrative Tool, Customer Comment Cards, and Network Adequacy evaluations.

TEO will centrally fund 16 slots for each of the four training sessions. There are 64 total seats available and each of the Services will be allocated a specific number of slots as follows: Air Force – 16, Army – 32, and Navy – 16. This training is targeted for Managed Care Officers, Healthcare Analysts, Network Coordinators, and any MTF staff typically tasked with tracking managed care workload. Ideally, at least one staff member from each MTF and Component Surgeon Command should attend.

Please note that the Services should provide a consolidated list of participants' names, phone numbers, organizations, and email addresses to TEO **no later than Wednesday, 26 March 2003**. Once TEO receives this list, approved attendees will be provided with the information necessary to complete on-line registration. After registration, attendees will be sent a fund citation for travel, proportional per diem, and miscellaneous expenses. Slots for a specific training session date will be available on a first come, first serve basis.

If you have any questions regarding this training course, please contact Ms. Allison Russo at Allison.Russo@europe.tricare.osd.mil or by telephone at DSN 496-6322, commercial (+49) 6302-67-6322. Thank you for your continued support, and we look forward to four informative and beneficial training sessions.

RODNEY L. FIEREK
CAPT, NC, USN
Director, Support Services

cc: Managed Care Officers for ERMIC, USAFE, and COMUSNAVEUR